Appl. No. 09/429,226
Amdt. dated June 21, 2004
Reply to Office action of March 22, 2004

Amendments to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

1. (Currently amended) A method of servicing a computer, the computer including hardware and an operating system, comprising the steps of:

capturing base configuration data for the computer;

capturing the current configuration data; and

automatically comparing the base and current configuration data, wherein the base configuration data is captured and stored more than once before current configuration data is captured.

2. (Currently amended) The method of claim 1, wherein the base configuration data and the current configuration data relates to the hardware and operating system of the computer.

3. (Canceled).

4. (Currently amended) The method of claim 1, wherein the base configuration data and the current configuration data areis stored as an ASCII text file.

5. (Original) The method of claim 1, wherein the base data is captured by a diagnostics program on the computer at the time the diagnostics program is installed.

6. (Currently amended) The method of claim 1, further comprising the step of highlighting the differences between the base and the current configuration data.

BEST AVAILABLE COPY

7.   (Currently amended) The method of claim 1, wherein the step of comparing is done at the user's computer.

8.   (Currently amended) The method of claim 1, wherein the base configuration data and the current configuration datacaptured includes information on the computer's memory.

9.   (Currently amended) A method of servicing a computer, comprising the steps of:

> when there is a problem with the computer, running a diagnostic program that captures the configuration data of hardware and operating system on the computer;

> comparing the configuration data with a base set of configuration data; and

> sending configuration data to a remote computer,

> wherein multiple sets of configuration data are captured and compared to each other and the base configuration.

10.   (Original) The method of claim 9, wherein the comparison is used to service the computer.

11.   (Original) The method of claim 9, further comprising the step of highlighting the differences between the base and current configuration data.

12.   (Canceled).

13.   (Currently amended) The method of claim 129, wherein all sets of configuration data are time stamped.

14.   (Currently amended) A software and hardware diagnostics architecture for a computer, comprising:

BEST AVAILABLE COPY

a diagnostics program installed on the computer capable of capturing configuration data from the computer,

wherein ~~when computer service procedures are initiated,~~ the program captures a<u>multiple</u> base set<u>s</u> of configuration data, and later captures a current set of configuration data for comparison to the base set<u>s</u> of configuration data, the comparison used to service the computer.

15.   (Currently amended) The architecture of claim 14, wherein the <u>base sets</u> <u>and current set of </u>configuration data relates to hardware and operating system settings on the computer.

16.   (Currently amended) The architecture of claim 14, wherein the diagnostics program captures <u>the base sets of </u>configuration data on installation and on at least one other occasion.

17.   (Currently amended) The architecture of claim 14, wherein differences between the base and <u>the </u>current configuration data are highlighted.

18.   (Currently amended) The architecture of claim 14, wherein the base and <u>the </u>current configuration data are stored in ASCII text files.

19.   (Currently amended) The architecture of claim 14, wherein the <u>base sets</u> <u>and the current set of </u>configuration data captured is any data in the computer <u>associated with at least one of: asset control, input devices, communication,</u> <u>storage, video, memory, multimedia, the operating system, architecture, computer</u> <u>health, modification information, BIOS data, system configuration memory,</u> <u>interrupt vector table, a power conversion record, a system standby timeout</u> <u>record, a screen saver record, a hard drive timeout record, a security features</u> <u>record, a processor/memory/cache record, a general system peripheral and input</u>

BEST AVAILABLE COPY

device information record, a timeout default value record, an extended disk support record, and a product name header record.

20.   (Currently amended) A computer, comprising:

a diagnostics program installed on the computer capable of capturing current configuration data from the computer;

stored base configuration data for the computer, wherein the base configuration data comprises data captured during multiple time intervals before the current configuration data is captured;

wherein the current configuration data is compared to the base configuration data.

21.   (Currently amended) The computer of claim 20, wherein the base configuration data and the current configuration data relates to hardware and operating system settings on the computer.

22.   (Currently amended) The computer of claim 20, wherein a program other than the diagnostics program compares the base and the current configuration data.

23.   (Currently amended) The computer of claim 20, wherein part of the base configuration data is captured when the diagnostics program is installed.

24.   (Currently amended) The computer of claim 20, wherein the differences between the base and the current configuration data are highlighted.

BEST AVAILABLE COPY